		1	,			1	,			1			,	
													Measurement	
													Methodology (Specific	
													measurement on last	r.
	Schedule 4.3 Cross-				Resource Unit	Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	day of month or	Depreciation
B	Reference/Service Framework		n		Fee (90% to	Volumes (per	(Resource Unit Fee) x	Bundled	Fee (70% to	Fee (80% to	Fee (110% to 120% band)	Fee (120%	cumulative use	Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing Fixed monthly fee per	Decomposition (specific cost detail breakouts)	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
Help Desk	Help Desk ServicesSection 2	Month	unit	None	\$ 208,999.82	12	2,507,998	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Application ServicesSection 3 (See													
Program Manager	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 176.00	7136	1,255,936	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Project Manager	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 141.00	13239	1.866,699	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Application ServicesSection 3 (See						, , , , , , ,							
Systems Analyst	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 110.00	8240	906,400	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Senior Applications Developer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 104.00	62619	6,512,376	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Application ServicesSection 3 (See		,											
Applications Developer	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 85.00	73661	6,261,185	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Developer - Adv Technology	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 114.00	27114	3,090,996	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Beveloper - Adv Technology	Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	\$ 114.00	2/114	3,070,770	17/1	IVA	IVA	IVA	IVA	Cumulative	IVA
Web Designer	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 108.00	8198	885,384	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Architect	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 156.00	7782	1,213,992	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Applications Architect	Application ServicesSection 3 (See	rioui	Flourly Labor Rate	None	\$ 150.00	7702		17/14	1974	19/14	19/24	10/14	Cumulative	10/1
Database Administrator	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 133.00	19278	2,563,974	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Associate Application Developer	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 70.00	N/A	NI/A	NI/A	N/A	N/A	N/A	N/A	Cumulative	NI/A
Associate Application Developer	Application ServicesSection 3 (See	Hour	Hourly Labor Rate	None	3 70.00	IVA	IVA	19/14	IVA	TVA	IVA	IV/A	Cumulative	IVA
Mission Assurance Project Engineer	also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 90.00		N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Project Scheduler	Application ServicesSection 3 (See also Exhibit 16.1-4)	Hour	Hourly Labor Rate	None	\$ 95.00		N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Temporary DA Infrastructure Engineering Services	Schedule 4.3 not applicable	Hour	Hourly Labor Rate	None	\$ 95.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
				Hardware lease/depreciation and maintenance, software										
a 1 100	Desktop Services - Personal Computing ServicesSection 4.4	Standard PC	Fixed monthly fee per	license and maintenance, IMARs, Desktop Applications Directory	\$ 92.35	98752	9,119,747	B1	\$ 116.03	\$ 104.95	\$ 83.36	\$ 78.47	Specific	4
Standard PC	Computing ServicesSection 4.4	Standard PC	unit	Hardware lease/depreciation and maintenance, software	\$ 92.33	98752	9,119,747	ВІ	\$ 116.03	\$ 104.95	\$ 85.50	\$ /8.4/	Spесіпс	4
	Desktop Services - Personal		Fixed monthly fee per											
CWS/CMS PC	Computing ServicesSection 4.4	CWS/CMS PC	unit	Directory	\$ 57.00	13607	775,599	B1	\$ 68.43	\$ 63.07	\$ 52.65	\$ 50.29	Specific	N/A
	Desktop Services - Personal		Fixed monthly fee per	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications										
CalWin PC	Computing ServicesSection 4.4	CalWin PC	unit	Directory	\$ 57.00	25623	1,460,511	B1	\$ 68.42	\$ 63.07	\$ 52.64	\$ 50.28	Specific	N/A
			Fixed monthly fee per	Hardware, Harsdware Maintenance Break/Fix,Software Licenses, Software Break-Fix, Printer Maintenance, IMAR,										
Engineering Workstation	Desktop ServicesSection 4	Month	unit	Refresh Support, Desktop Application Directory Maintenance	\$ 148.56	1236	183,620	B1	\$ 214.76	\$ 195.18	\$ 155.14	\$ 146.04	Specific	4
			T. 1 41.6	Hardware lease/depreciation and maintenance, software										
Enhanced Engineering Workstation(4 gb memory)	Desktop Services - Personal Computing ServicesSection 4.4	Engineering Workstation	Fixed monthly fee per	license and maintenance, IMARs, Desktop Applications Directory	\$ 149.82	N/A	N/A	B1	\$ 188.15	\$ 170.21	\$ 135.23	\$ 127.33	Specific	4
	Desktop Services - Personal		Fixed monthly fee per	Software maintenance, IMARs, Desktop Applications									•	
DCSS PC (with refresh and IMARs)	Computing Services Desktop Services - Personal	DCSS PC	unit	Directory	\$ 52.27	8400	439,068	B1	\$ 62.72	\$ 58.02	\$ 48.30	\$ 46.10	Specific	N/A
DCSS Laptop (with refresh and IMARs)	Computing Services - Personal	DCSS Laptop	rixed monthly fee per unit	Hardware lease/depreciation and maintenance, IMARs, Desktop Applications Directory	\$ 63.94	240	15,346	B1	\$ 76.73	\$ 70.97	\$ 59.08	\$ 56.40	Specific	N/A
	Desktop Services - Personal		Fixed monthly fee per	Hardware lease/depreciation and maintenance, IMARs,									•	
DCSS Printer Monochrome Network Workgroup Printer -	Computing Services	DCSS Printer	unit Fixed monthly fee per	Desktop Applications Directory Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC,	\$ 300.10	85	25,509	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Standard Format (abbreviated as "MNWP")	Desktop Services - Section 4	Month	unit	Consumables (excluding paper)	\$ 93.06	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Monochrome Network Workgroup Printer - Large														
Format (11x17 capable)(abbreviated as "MNWP- LF")		Month		Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC,	\$ 98.56	N/A	N/A	N/A	N/A	N/A	N/A		a :a	4
Monochrome Network High Volume Printer - Large	Desktop Services - Section 4	Month	unit	Consumables (excluding paper)	\$ 98.56	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Format (11x17 capable) (abbreviated as "MNWP-LF				Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC,										
H")	Desktop Services - Section 4	Month	unit	Consumables (excluding paper)	\$ 188.28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Color Network Workgroup Printer - Large Format (abbreviated as "CNWP-LF")	Desktop Services - Section 4	Month	Fixed monthly fee per unit	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC, Consumables (excluding paper)	\$ 276.28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
Color Network Workgroup Printer - Standard			Fixed monthly fee per	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC,										
Format (abreviated as "CNWP")	Desktop Services - Section 4	Month	unit	Consumables (excluding paper)	\$ 71.13	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	4
	Desktop Services - Personal		Fixed monthly fee per	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications										
Laptops	Computing ServicesSection 4.4	Laptop	unit	Directory	\$ 137.46	10087	1,386,559	B1	\$ 172.63	\$ 156.18	\$ 124.08	\$ 116.83	Specific	3

								•			•			
													Measurement	
													Methodology	
													(Specific	
	Schedule 4.3 Cross-				D 11.5	D 1			D 11.5	D 11.5	Resource Unit	D 11.5	measurement on last	D 1.0
	Reference/Service Framework				Resource Unit Fee (90% to	Baseline Volumes (per	(Resource Unit Fee) x	Bundled	Resource Unit Fee (70% to	Resource Unit Fee (80% to	Fee (110% to	Resource Unit Fee (120%	day of month or cumulative use	Depreciation Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	110% band)	Contract Year)		Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
Resource Unit	Component	Unit of Measure	rncing	Decomposition (specific cost detail breakouts)	110% band)	Contract Tear)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	10130% band)	during monun)	i ears)
				Hardware, Hardware Maintenance, Break/Fix , Software										
			Fixed monthly fee ner	Licenses, Software Break/Fix, Printer Maintenance, IMAR,										
Ruggedized Laptops	Desktop Services - Section 4	Laptop- Rugged	unit	Refresh Support, Desktop Application Directory Maintenance	\$ 208.56	600	125.136	B1	\$ 260.70	\$ 236.93	\$ 188.33	\$ 177.28	Specific	3
							,							
				Hardware, Hardware Maintenance, Break/Fix , Software										
			Fixed monthly fee per											
Convertible Tablet	Desktop Services - Section 4	Month	unit	Refresh Support, Desktop Application Directory Maintenance	\$ 162.34	600	97,404	B1	\$ 202.93	\$ 184.42	\$ 146.59	\$ 137.99	Specific	3
	D 1: C : D 1		F: 1 d1 6	Hardware lease/depreciation and maintenance, software										
Engineering Laptop	Desktop Services, Personal	Laptop	Fixed monthly fee per unit	license and maintenance, IMARs, Desktop Applications	\$209.69	360	\$75,488.40	N/A	N/A	N/A	N/A	N/A	Specific	3
	Computing Service		unit	Directory									-	
	Desktop Services - Personal		Fixed monthly fee per	Hardware lease/depreciation and maintenance, software										
Terminals	Computing ServicesSection 4.4	Terminal	unit	license and maintenance, IMARs	\$ 41.51	3403	141,259	B1	\$ 46.99	\$ 44.41	\$ 39.42	\$ 38.28	Specific	N/A
County Retained Standard PC	Dektop Services, Personal Computing	Standard PC	Fixed monthly fee per		\$69.26	NA	NA	N/A	N/A	N/A	N/A	N/A		N/A
County Retained Standard I C	Service Section 4.4.3	Standard I C	unit	Applications Directory	\$07.20	NA.	11/1	IVA	IVA	IVA	IVA	10/4	Specific	10/14
County Retained Laptop	Dektop Services, Personal Computing	Laptop		Software license and maintenance, IMARs, Desktop	\$103.09	NA	NA	N/A	N/A	N/A	N/A	N/A		N/A
y	Service Section 4.4.3		unit	Applications Directory	******								Specific	
County Retained Convertible Tablets	Dektop Services, Personal Computing	Converible Tablet	Fixed monthly fee per		\$121.75	NA	NA	N/A	N/A	N/A	N/A	N/A		N/A
	Service Section 4.4.3		unit	Applications Directory									Specific	
County Retained Engineering Laptop	Dektop Services, Personal Computing	Laptop	Fixed monthly fee per		\$157.26	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Service Section 4.4.3		unit Fixed monthly fee per	Applications Directory Software license and maintenance, IMARs, Desktop									Specific	1
County Retained Standard Ruggedized Laptop	Dektop Services, Personal Computing Service Section 4.4.3	Laptop-Rugged	rixed monthly fee per	Applications Directory	\$156.42	NA	NA	N/A	N/A	N/A	N/A	N/A	Specific	N/A
			unit	Applications Directory									Specific	
Video Streaming and Archiving Services	Desktop Services, Video Streaming	Month	Fixed monthly fee per	None (monthly rate)	\$7,330.04	12	\$87,960.48	N/A	N/A	N/A	N/A	N/A	Specific	N/A
video Streaming and Archiving Services	and Archiving Services - Section 4.5	Wolldi	unit	rone (monany rate)	\$7,550.04	12	\$67,700.40	IVA	IVA	IVA	10/4	1074	Specific	10/14
	Desktop Services - Audio / Video													
Video Technician Services	ServicesSection 4.7	Hour	Hourly Labor Rate	None	\$ 110.00	500	55,000	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Desktop Services - Audio / Video		<u></u>											
Audio Technician Services	ServicesSection 4.7	Hour	Hourly Labor Rate	None	\$ 110.00	500	55,000	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Desktop Services Section 4.10 (See													
Desktop Engineer	also Exhibit 16.1-4, 10)	Hour	Hourly Labor Rate	None	\$ 101.00	8240	832,240	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
		Per applicable												
		COTS software	Fixed annual fee per											
COTS Administrative Support - Low		product	unit	None	\$ 1,000.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
		Per applicable												
		COTS software	Fixed annual fee per											
COTS Administrative Support - Medium		product	unit	None	\$ 2,500.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
		Per applicable	F: 1 16											
COTS Administrative Support - High		COTS software product	Fixed annual fee per unit	None	\$ 7,500.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
CO13 Administrative Support - High	Network Services - Voice Services	product	Fixed monthly fee per	None	\$ 7,300.00	N/A	IN/A	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	IN/A
Video Teleconferencing Bridging Services	Section 4.6	Minute	unit rixed monthly fee per	None	\$ 0.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
According the desired of the services	Network Services - Voice Services	1411HUIC	Fixed monthly fee per	A TORE	y 0.99	14/73	1.443	11/73	11/71	11/71	11//3	14/74	Camman 46	13/73
Tandberg Set-top 770MXP	Section 4.6	VTC System	unit	None	\$ 374.44	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
and the second second	Network Services - Voice Services		Fixed monthly fee per		37.1.44	- ""								
Tandberg Edge 85 MXP Set-Top	Section 4.6	VTC System	unit	None	\$ 499.92	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Voice Services		Fixed monthly fee per											
Tandberg Profile 3000 MXP with 32" LCD Monitor	Section 4.6	VTC System	unit	None	\$ 747.87	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Tandberg Profile 3000 MXP with 42" Plasma	Network Services - Voice Services		Fixed monthly fee per											
Monitor	Section 4.6	VTC System	unit	None	\$ 874.46	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Tandberg Profile 6000 MXP with 50" Plasma	Network Services - Voice Services	Ì	Fixed monthly fee per		L	l			İ			I		
Monitor	Section 4.6	VTC System	unit	None	\$ 1,341.51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
				Hardware lease/depreciation and maintenance, software		1			1			1		
				amortization, network management, network capacity and	1	1			1			I		
				performance monitoring, site to site connectivity, user to		1			1			1		
				network connectivity, network engineering, Internet access and		1			1			1		
	Network Services - Data Network			network refresh and maintenance, protection from		1			1			1		
	ServicesSection 5.4, Data Center Services - Infrastructure Servers			unauthorized devices, firewall services, intrusion detection,	1	1			1			1		
	Services - Infrastructure Servers Section 6.6, Network Services -	Ì	Fixed monthly for	security monitoring, security architecture, data protection, and prevention of malicious code from entering the Network,	1	İ			İ			I		
End-User Data Jack	Security ServicesSection 5.7	Active Data Jack	unit	IMARs	\$ 85.26	157155	13,399,035	N/A	\$ 93.79	\$ 91.65	\$ 84.41	\$ 83.55	Specific	5
Ziid Osor Data sack	CTIMITY DELVICES DECIDITY.		1	1	1 - 55.20		10,077,000		1 75.17	- 71.03	- 07.41	- 00.00	I	

Process Proc															
March Colors Marc															
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Bellet December		Sahadala 4.2 Carra				Danasana Hait	Danalina			Danner Heit	Danasana I Init	Danson I Init	D I Ii+		Damaniation
State Stat								(Pasauraa Unit Eaa) v	Dundlad						
Second Service - Extend Acres Second Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Service Service - Servi	Resource Unit		Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)										
Section Section (1987) Section (1987	Resource out		Onit of Measure	Tricing	Decomposition (specific cost detail breakouts)	110% band)	Contract Tear)	(Baseine Volune)	Resource Ollic	00 /0 Dania)	70% band)	120% band)	10130% band)	during month)	rears)
Section Sect					Hardware lease/depreciation and maintenance, software										
March Section Sectio				Fixed monthly fee per											
March Access Cuttoms Notice Access Cuttoms Notic	Remote Access		Active Account			\$ 11.73	28872	338,765	N/A	N/A	N/A	N/A	N/A	Specific	N/A
March Access Cuttoms Notice Access Cuttoms Notic															
Section Process Section Sect															
April Apri	3rd-Party Network Access - Category 1	Network Access ServicesSection 5.9	Networks	unit	amortization, third-party connections, IMARs	\$ 929.12	24	22,299	N/A	N/A	N/A	N/A	N/A	Specific	5
April Apri				Fr 1 41 6											
Name of Actions - Color 100 10	2.10 . 14		Natarada			¢ 202.92	144	42.166	NI/A	NI/A	NI/A	NI/A	NI/A	CiE-	-
Anti-part Married According to Married Married According to Married Services According	3rd-Party Network Access - Category 2	Network Access ServicesSection 5.9	INCLWOIKS	unit	anioruzation, third-party connections, twiARs	\$ 292.82	144	42,100	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	
Section Column		Network Services - 3rd-Party		Fixed monthly fee ner	Hardware lease/depreciation and maintenance, software										
Activation Activate Services Activate Services Services	3rd-Party Network Access - Category 3		Networks			\$ 356.45	96	34.220	N/A	N/A	N/A	N/A	N/A	Specific	5
New Order Services - Visio Services -					, , , , , , , , , , , , , , , , , , ,			,							
Network Services - Vace Services Service					PBX/Centrex equipment lease/depreciation and maintenance,										
New Mark Services - Visus Services - V			Active Voice Jack												
Network Services - Votas Services - Servic															
Active Visite Jack Andre Live Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Acti	Voice Jack - Single-Line	Section 5.6	Voice	unit	services, and maintenance, trunk lines, IMARs	\$ 41.33	95133	3,927,090	B2	\$ 45.66	\$ 44.57	\$ 40.84	\$ 40.40	Specific	5
Active Visite Jack Andre Live Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Jack Active Visite Acti					DDV C]				l		I	l		1
Neuron Services - Visice Services - Servic			4 2 37 2 1 1												
New College Section 5.6 Value Sectio		Natural Sarrigas Voice Sarrigas		Fixed monthly fee per											
Network Services - Value Services - Single-Line	Voice Jack - Multi-Line					\$ 43.60	153404	6 722 163	R2	\$ 48.38	\$ 47.23	\$ 42.27	\$ 42.01	Specific	5
Active Value Services - Single-Line Active Value Services - Single-Line Services - Sin	Voice sack - Waiti-Line	Section 5.0	Voice	unit		\$ 45.07	155404	0,722,103	BZ	y +0.30	y 47.23	9 72.27	Ψ 42.71	Specific	
Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Voice Services - Single Line Nervot Services - Single Line															
Value Section 5.6 Single-Line Vice Single-L			Active VoIP		circuits, integrated voice response, auto attendance, automated										
Voice over IP phone and Last was interesponding expensions of maintenance, college-equipment of the control o		Network Services - Voice Services		Fixed monthly fee per											
Active Vol. Services - Vol. Services - Vol. Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Mails Line Services - Service	VoIP Services - Single-Line	Section 5.6	Single-Line Voice	unit		\$ 41.33	1	41	B2	\$ 45.66	\$ 44.57	\$ 40.84	\$ 40.40	Specific	5
Active Valle Network Services - Value S															
Network Services - Votice Se															
Valid Services - Multi-Line Section 5.6 Multi-Line Voice Water Tread membly feep Section 5.6 Secti		N . 10 ' V' 0 '		F 1 41 6											
New Service - Voice Service	VoID Services Multi Line					\$ 42.60	1	44	D2	¢ 10.20	\$ 47.22	\$ 42.27	\$ 42.01	Specific	-
The Net Calls	VOIR Services - Wuiti-Line		With-Line voice			\$ 45.09	1	44	BZ	3 40.30	\$ 47.23	3 42.27	J 42.71	Specific	
Network Services - Visice Se	On-Net Calls		Seconds			s -			N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Difference Section S															
Diff. Net Collago Section 5.6 Seconds unit None S 0.000550 137/60140 229.768 N/A N/A N/A N/A N/A Cumulative N/A	Off-Net Local Calls	Section 5.6	Seconds			\$ 0.000202	3178742820	641,046	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Section 5.6 Seconds Fixed monthly fee part Section 5.6 Seconds															
Office Conference Confere	Off-Net Toll Calls		Seconds		None	\$ 0.000550	417760140	229,768	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services - Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds															
Diff. Net Long Distance Calls (US) Section 5.6 Seconds unit None S 0.000550 838 8140 46,100 N/A N/A N/A N/A N/A N/A N/A Cumulative N/A	OII-Net Long Distance Calls (California)		Seconds		ivone	\$ 0.000605	199785720	120,870	N/A	N/A	IN/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services - Seconds Section 5.6 Section 5.6 Seconds	Off-Net Long Distance Calls (US)		Seconds		None	\$ 0.000550	83818140	46.100	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services - Vo	on the Long Distance Cans (US)					. 0.000330		.5,100	- 344			1			
Network Services - Voice Services - Vo	International Calls		Seconds		None	\$ 0.002383	16203960	38.619	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Section 5.6 Seconds Second			.,			. 0.002303		50,017		1			1		
Network Services - Voice Services - Seconds Fixed monthly fee per Section 5.6 Seconds Se	Toll Free 800 Service (San Diego & Imperial)		Seconds	unit	None	\$ 0.000642	715941900	459,396	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services - Seconds Fixed monthly fee per Leading (Collect calls, person to person, emote, operator assistance, 3rd party, dial 1, ledicated). Network Services - Voice Services - Seconds Fixed monthly fee per Leading (Collect calls, person to person, emote, operator assistance, 3rd party, dial 1, ledicated). Network Services - Voice Services - Seconds Fixed monthly fee per Leading (Collect calls, person to person, emote, operator assistance, 3rd party, dial 1, ledicated). Network Services - Voice Services -		Network Services - Voice Services		Fixed monthly fee per											
Section 5.6 Seconds unit None S 0.000550 26493840 14,572 N/A N/A N/A N/A N/A N/A N/A N/A Cumulative N/A	Toll Free 800 Service (California)		Seconds		None	\$ 0.000825	29207940	24,097	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Casual Use Calling (Collect calls, person to person, emote, operator assistance, 3rd party, dial 1, lediciated). Network Services - Voice Services - Unit None Section 5.6 Seconds Network Services - Voice Services - Seconds Seconds None None Seconds None Seconds None Seconds None Seconds None None Seconds None None Seconds None None Seconds None None Seconds None None Seconds None None None Seconds None Non			l							L		L	L	L	1
Fixed monthly fee per loading feedicated). Network Services- Voice Services- Seconds Fixed monthly fee per loading feedicated). None \$ 0.020167 13782240 277,942 N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A		Section 5.6	Seconds	unit	None	\$ 0.000550	26493840	14,572	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Section 5.6 Seconds unit None \$ 0.020167 13782240 277,942 N/A N/A N/A N/A N/A N/A N/A N/A Cumulative N/A		Natural Sarriage Voice S		Fixed monthly for		İ				İ			l		1
Network Services - Voice Services - Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 Section 5.6 System Unlimited Usage of VTC Bridging/MCU Service Significant of the property of the prop			Seconds			\$ 0.020167	13782240	277 942	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Conference Bridge Calls			Sconds			- 5.02010/	13702240	211,542	. 1/13						14/53
Video Conferencing Services Section 3.4 System unit Unlimited Usage of VTC Bridging/MCU Service \$ 215.00 N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	Conference Bridge Calls		Seconds		None	\$ 0.002933	16382400	48,055	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Fixed Fee VTC Bridging Service 3.4 System unit Unlimited Usage of VTC Bridging/MCU Service \$ 215.00 N/A								3,300							
Directory Assistance Section 5.6 Calls unit None \$ 0.506000 12844 6.499 N/A N/A N/A N/A N/A N/A N/A Cumulative N/A Pay Phones Section 5.6 Phones unit None \$ 5.5.0 240 13.200 N/A N/A <t< td=""><td>Fixed Fee VTC Bridging Service</td><td></td><td>System</td><td></td><td>Unlimited Usage of VTC Bridging/MCU Service</td><td>\$ 215.00</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td><td>N/A</td><td>Cumulative</td><td>N/A</td></t<>	Fixed Fee VTC Bridging Service		System		Unlimited Usage of VTC Bridging/MCU Service	\$ 215.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services- Pay Phones Section 5.6 Phones Secti															
Pay Phones Section 5.6 Phones unit None \$ 55.00 240 13,200 N/A N/A N/A N/A N/A Cumulative N/A Network Services - Voice Services - Voice Services - Voice Mail Fixed monthly fee per	Directory Assistance		Calls		None	\$ 0.506000	12844	6,499	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Network Services - Voice Services - Active Voice Mail Fixed monthly fee per			l		L.		_			l	****		l		
	Pay Phones				None	\$ 55.00	240	13,200	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
voice stati Section 3.0 Accounts unit None 5 5.32 25021/ 901,864 N/A N/A N/A N/A N/A N/A N/A Specific 5	Voice Mail				None	9 252	256217	001.004	NI/A	N/A	NI/A	N/A	N/A	Specific	-
	VOICE IVIAII	Section 5.0	Accounts	unii	NOIC	φ 3.52	230217	901,884	IN/A	IV/A	18/A	IN/A	18/A	apecine	

Analog jack - N Legacy IVR/Voice Application - Basic	Schedule 4.3 Cross- Reference/Service Framework Component ** Network Services - Voice Services Section 5.6	Unit of Measure Active Analog	Pricing		Resource Unit								Measurement Methodology (Specific measurement on last	
N Analog jack - N Legacy IVR/Voice Application - Basic	Reference/Service Framework Component ** Network Services - Voice Services Section 5.6		Pricing										(Specific	
N Analog jack - N Legacy IVR/Voice Application - Basic	Reference/Service Framework Component ** Network Services - Voice Services Section 5.6		Pricing											
Analog jack - N Legacy IVR/Voice Application - Basic N	Reference/Service Framework Component ** Network Services - Voice Services Section 5.6		Pricing			- n								
Analog jack - N Legacy IVR/Voice Application - Basic N	Reference/Service Framework Component ** Network Services - Voice Services Section 5.6		Pricing			Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	day of month or	Depreciation
Analog jack - N Legacy IVR/Voice Application - Basic N	Network Services - Voice Services Section 5.6		Pricing		Fee (90% to	Volumes (per	(Resource Unit Fee) x	Bundled	Fee (70% to	Fee (80% to	Fee (110% to	Fee (120%	cumulative use	Time Period (in
Analog jack - N Legacy IVR/Voice Application - Basic N	Section 5.6	Active Analog		Decomposition (specific cost detail breakouts)	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
Analog jack - N Legacy IVR/Voice Application - Basic N	Section 5.6	Active Analog	I	Hardware lease/depreciation and maintenance, software										
N Legacy IVR/Voice Application - Basic N			Fixed monthly fee per											_
Legacy IVR/Voice Application - Basic N		Jack	unit	specific cost detail)	\$ 37.83	40097	1,516,870	B2	\$ 41.89	\$ 40.87	\$ 37.42	\$ 37.02	Specific	5
Legacy IVR/Voice Application - Basic N	Network Services - Voice Services		Fixed monthly fee per	Hardware lease/depreciation and maintenance, software amortization, implementation labor, IMARs. (No specific										
N	Section 5.6	Networks	unit	cost detail)	s -	192	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware lease/depreciation and maintenance, software			,							1
I IVD (V-i Aliti Cil-	Network Services - Voice Services		Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific										
Legacy IVR/ Voice Application - Simple	Section 5.6	Networks	unit	cost detail)	\$ 20.00	720	\$ 14,400.00	N/A	N/A	N/A	N/A	N/A	Specific	5
			F. 1 11 6	Hardware lease/depreciation and maintenance, software										
	Network Services - Voice Services Section 5.6	Networks	Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 60.00	684	\$ 41,040.00	N/A	N/A	N/A	N/A	N/A	Specific	5
Legacy IVR/Voice Application - Advanced	Section 5.6	inetworks	unit	Hardware lease/depreciation and maintenance, software	\$ 60.00	064	\$ 41,040.00	IN/A	IN/A	IN/A	IN/A	IN/A	Specific	- 3
N	Network Services - Voice Services		Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific										
Legacy IVR/Voice Application - Complex	Section 5.6	Networks	unit	cost detail)	\$ 4,500.00	36	\$ 162,000.00	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware lease/depreciation and maintenance, software										
	Network Services - Voice Services		Fixed monthly fee per											
Legacy IVR/Voice Application - Super Complex	Section 5.6	Networks	unit	cost detail)	\$ 6,500.00	12	\$ 78,000.00	N/A	N/A	N/A	N/A	N/A	Specific	5
N	Network Services - Voice Services		Fixed monthly fee per	Hardware lease/depreciation and maintenance, software amortization, implementation labor, IMARs. (No specific										
IVR/Voice Application - Basic	Section 5.6	Networks	unit	cost detail)	s -	0		N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware lease/depreciation and maintenance, software	7	-								
N	Network Services - Voice Services		Fixed monthly fee per											
IVR/Voice Application - Simple	Section 5.6	Networks	unit	cost detail)	\$ 500.00	0	\$ -	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware lease/depreciation and maintenance, software										
	Network Services - Voice Services Section 5.6	N 1	Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific cost detail)	\$ 3,000.00	0		37/4	27/4	NT/A	NT/A	27/4	e :e	5
IVR/Voice Application - Advanced	Section 5.6	Networks	unit	Hardware lease/depreciation and maintenance, software	\$ 3,000.00	0	3 -	N/A	N/A	N/A	N/A	N/A	Specific	3
N	Network Services - Voice Services		Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific										
IVR/Voice Application - Complex	Section 5.6	Networks	unit	cost detail)	\$ 7,400.00	0	s -	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware lease/depreciation and maintenance, software										
	Network Services - Voice Services		Fixed monthly fee per	amortization, implementation labor, IMARs. (No specific										
IVR/Voice Application - Super Complex	Section 5.6 Network Services-New Site	Networks Site Type I	unit	cost detail)	\$ 13,000.00	0	\$ -	N/A	N/A	N/A	N/A	N/A	Specific	5
Site Type I - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 687,500,00	1	687,500	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Site Type 1 - Histaliation	Network Services-New Site	Site Type II	T IXCU T CC	Tronc	\$ 007,500.00		007,500	10/11	10/4	10/14	10/1	10/4	Cumulative	IVA
Site Type II - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 343,750.00	1	343,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services-New Site	Site Type III												
Site Type III - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 116,875.00	1	116,875	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
C' T IV I III	Network Services-New Site	Site Type IV	E: 1E	27	\$ 3,437.50		3,438	37/4	27/4	N/A	N/A	N/A	0 10	27/4
Site Type IV - Installation	InstallationSection 5.8 Network Services-New Site	Installation Site Type V	Fixed Fee	None	\$ 3,437.30	1	3,438	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Site Type V - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 1,375.00	1	1,375	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services-New Site	Site Type VI	1.5		, , , , , ,									1
Site Type VI - Installation	InstallationSection 5.8	Installation	Fixed Fee	None	\$ 2,750.00	1	2,750	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Network Services - Wireless Access												L	_
Interior Network Wireless Access point	ServicesSection 5.10 Network Services - Wireless Access	WAP	unit	maintenance, IMARs (No specific cost detail)	\$ 354.89	138	48,975	N/A	N/A	N/A	N/A	N/A	Specific	5
Exterior Network Wireless Access Point	Services Section 5.10	WAP	unit rixed monthly fee per	Hardware, hardware maintenance, software, software maintenance, IMARs (No specific cost detail)	\$ 663.46	186	123,404	N/A	N/A	N/A	N/A	N/A	Specific	5
Exterior Network Wileless Access Form	Scrvices-Section 5.10	WAI	umt	manicianice, naries (no specific cost detail)	\$ 005.40	100	123,404	10/11	IVA	10/1	10/14	11/24	Speeme	
				Hardware lease/depreciation and maintenance, software]									
	Network Services - Mobility VPN		Fixed monthly fee per	amortization, third-party connections, VPN, Remote Access]									
	ccessSection 4.5 Network Services	Active Account	unit	accounts, and dial-up access and maintenance, IMARs	21.1 \$25.85	24000 12,000	506400 \$310,170	N/A	23.21 \$33.15	22.16 \$29.02	20.47 \$25.06	\$19.84	Specific	N/A
	Data Center Services - Application	CPU Hour***	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license,	\$ 140.48	12614	1,772,027	NI/A	\$ 147.48	\$ 143.59	\$ 138.24	\$ 136.31	Cumulative	7
Mainframe	ServersSection 6.5 Data Center Services -Application	CPU Hour***		hardware maintenance, software maintenance Hardware depreciation/lease, operating system license,	\$ 140.48	12014	1,//2,02/	N/A	\$ 147.48	\$ 143.39	\$ 138.24	\$ 156.51	Cumulative	- /
DEC VAX	ServersSection 6.5	Server	unit	hardware maintenance, software maintenance	\$ 2,784.17	84	233,870	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Data Center Services -Application			Hardware depreciation/lease, operating system license,									.,	1
VMS Servers - Large	ServersSection 6.5	Server	unit	hardware maintenance, software maintenance	\$ 4,316.63	24	103,599	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application			Hardware depreciation/lease, operating system license,	l. ———	1						I		
VMS Servers - Medium	ServersSection 6.5	Server	unit	hardware maintenance, software maintenance	\$ 3,334.95	12	40,019	N/A	N/A	N/A	N/A	N/A	Specific	5
VMS Servers - Small	Data Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 1,984.49	12	23.814	N/A	N/A	N/A	N/A	N/A	Specific	5
	Data Center Services -Application	Sei Vei		Hardware maintenance, sortware maintenance Hardware depreciation/lease, operating system license,	ψ 1,964.49	1.2	23,814	IN/A	11/11	11//1	11/71	IV/A	specific	- 3
AS/400	ServersSection 6.5	Server	unit	hardware maintenance, software maintenance	\$ 4,400.22	12	52,803	N/A	N/A	N/A	N/A	N/A	Specific	N/A
					,		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							

							1							
													Measurement	
													Methodology (Specific	
													measurement on last	t
	Schedule 4.3 Cross-				Resource Unit	Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	day of month or	Depreciation
	eference/Service Framework				Fee (90% to	Volumes (per	(Resource Unit Fee) x	Bundled	Fee (70% to	Fee (80% to	Fee (110% to	Fee (120%	cumulative use	Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
				Hardware depreciation/lease, operating system license,										
Data	a Center Services -Application		Fixed monthly fee per	hardware maintenance, software maintenance. Need										
Wintel Application Servers - Large	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 2,251.23	288	648,356	N/A	N/A	N/A	N/A	N/A	Specific	5
D.	C + C + T + T		F* 1 41 6	Hardware depreciation/lease, operating system license,										
Wintel Application Servers - Medium	a Center Services -Application ServersSection 6.5	Server	Fixed monthly fee per unit	hardware maintenance, software maintenance. Need processing and storage components broken out separately.	\$ 1,609.98	564	908,028	N/A	N/A	N/A	N/A	N/A	Specific	5
Winer Application Servers - Medium	pervers because o.s	561761	ume	processing and storage components protein our separately.	1,005.50	301	700,020	14711		1771		1011	Specific	
				Hardware depreciation/lease, operating system license,										
	a Center Services -Application			hardware maintenance, software maintenance. Need										
Wintel Application Servers - Small	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 1,288.94	1056	1,361,120	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware depreciation/lease, operating system license,										
Data	a Center Services -Application		Fixed monthly fee per	hardware maintenance, software maintenance. Need										
Wintel Application Preprod/Test Servers - Large	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 1,685.13	60	101,108	N/A	N/A	N/A	N/A	N/A	Specific	5
Data	a Center Services -Application		Fixed monthly fee per	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need										
Wintel Application Preprod/Test Servers - Medium	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 1,297.60	204	264,711	N/A	N/A	N/A	N/A	N/A	Specific	5
T T					, , , , , , , , , , , , , , , , , , , ,									
				Hardware depreciation/lease, operating system license,										
	a Center Services -Application ServersSection 6.5	g			\$ 1,018.12	600	610,870	27/4	N/A	NT/A	N7/A	NT/A	e :e	5
Wintel Application Preprod/Test Servers - Small	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 1,018.12	600	610,870	N/A	N/A	N/A	N/A	N/A	Specific	- 3
				Hardware depreciation/lease, operating system license,										
Data	a Center Services -Application		Fixed monthly fee per	hardware maintenance, software maintenance. Need										
UNIX Servers - Large	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 5,286.76	72	380,646	N/A	N/A	N/A	N/A	N/A	Specific	5
				II-dan de la constanta de la c										
Data	a Center Services -Application		Fixed monthly fee ner	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need										
UNIX Servers - Medium	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 3,295.86	120	395,503	N/A	N/A	N/A	N/A	N/A	Specific	5
D.	a Center Services -Application		F: 1 41 6	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance. Need										
UNIX Servers - Small	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 2,154.96	168	362,034	N/A	N/A	N/A	N/A	N/A	Specific	5
ONIX Servers - Sman	pervers because o.s	561761	ume	processing and storage components protein our separately.	2,131.90	100	302,031	14711		1771		1011	Specific	
				Hardware depreciation/lease, operating system license,										
	a Center Services -Application			hardware maintenance, software maintenance. Need			#4.04#	****		27/4		27/4		_
UNIX Servers Preprod/Test - Large	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 5,988.72	12	71,865	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware depreciation/lease, operating system license,										
Data	a Center Services -Application		Fixed monthly fee per	hardware maintenance, software maintenance. Need										
UNIX Servers Preprod/Test - Medium	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 2,363.81	168	397,121	N/A	N/A	N/A	N/A	N/A	Specific	5
				Hardware depreciation/lease, operating system license,										
Data	a Center Services -Application		Fixed monthly fee per	hardware maintenance, software maintenance. Need										
UNIX Servers Preprod/Test - Small	ServersSection 6.5	Server	unit	processing and storage components broken out separately.	\$ 1,341.14	96	128,750	N/A	N/A	N/A	N/A	N/A	Specific	5
	a Center Services -Application		Fixed monthly fee per											
Virtual Guest	ServersSection 6.5 a Center Services -Application	Per Guest	instance Fixed monthly fee per	Virtual server management and support, software maintenance Hardware depreciation/lease, hardware maintenance, software	\$ 724.80	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Virtual Host	ServersSection 6.5	Server	unit ee per	maintenance	\$ 1,679.43	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	5
Da	ata Center Services - E-Mail	1.2	Fixed monthly fee per	Hardware depreciation/lease, operating system license,										
E-Mail Services	ServicesSection 6.7	Account	unit	hardware maintenance, software maintenance	\$ 10.92	185832	2,029,285	N/A	\$ 10.92	\$ 10.92	\$ 10.92	\$ 10.92	Specific	5
E-Mail Encryption Services (Note: Standard		Account	Fixed monthly fee per	Hardware depreciation/lease, operating system license,										
banding does not apply. Specific pricing per volume as described)	ata Center Services - E-Mail		unit	hardware maintenance, software maintenance	l .				\$5.12 (500-	\$2.65 (2,001-	\$1.75 (5,001-			
	ServicesSection 6.7		Eined monthly fo	Hardware demonstration demonstration and the Company of the Compan	\$11.30 (1-499)	N/A	N/A	N/A	2,000)	5,000)	10,000)	N/A	Specific	5
DASD (Mainframe) Storage	ata Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per unit	Hardware depreciation/lease, operating system license, hardware maintenance, software maintenance	\$ 7.12	13286	94,556	N/A	N/A	N/A	N/A	N/A	Specific	7
	ata Center Services - Storage	d Organyica	Fixed monthly fee per	Hardware depreciation/lease, operating system license,	7.12	13200	, 1,330							
DASD (DEC VAX) Storage	ServicesSection 6.8	Installed Gigabytes	unit	hardware maintenance, software maintenance	\$ 0.264	17134	4,523	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	ata Center Services - Storage		Fixed monthly fee per	Hardware depreciation/lease, operating system license,		10								
DASD (AS/400) Storage	ServicesSection 6.8 Data Center Services - Storage	Installed Gigabytes	unit Fixed monthly fee per	hardware maintenance, software maintenance Hardware, operating system license, hardware maintenance,	\$ 0.737	1920	1,415	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Da					\$ 4.54	144000	654,192	27/4		27/4			Specific	N/A
DASD (WINTEL) Storage	ServicesSection 6.8	Installed Gigabytes	unit	software maintenance	\$ 4.54	144000	654.197	N/A	N/A	N/A	N/A	N/A	Specific	N/A

		1				1			1				Measurement	
													Methodology	
													(Specific	
	Schedule 4.3 Cross-				Resource Unit	Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	measurement on last day of month or	Depreciation
	Reference/Service Framework				Fee (90% to	Volumes (per	(Resource Unit Fee) x	Bundled	Fee (70% to	Fee (80% to	Fee (110% to	Fee (120%	cumulative use	Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
DASD (Unix) Storage	Data Center Services - Storage ServicesSection 6.8	Installed Gigabytes	Fixed monthly fee per	Hardware, operating system license, hardware maintenance, software maintenance	\$ 5.20	192000	998,976	N/A	N/A	N/A	N/A	N/A	Specific	N/A
DASD (Ulix) Storage	Data Center Services - Storage	instaned Organytes	Fixed monthly fee per	Hardware, operating system license, hardware maintenance,	\$ 3.20	192000	998,976	N/A	IN/A	IN/A	IN/A	IV/A	Specific	IN/A
DASD (VMS Server) Storage	ServicesSection 6.8	Installed Gigabytes	unit	software maintenance	\$ 4.53	10866	49,245	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Data Center Services - Storage		Fixed monthly fee per	Hardware, operating system license, hardware maintenance,	\$ 4.38	240000	1.051.200	27/1	37/4	37/4	27/4	N/A		7
Installed Level 1 Storage	ServicesSection 6.8 Data Center Services - Storage	Installed Gigabyte	unit Fixed monthly fee per	software maintenance Hardware, operating system license, hardware maintenance,	\$ 4.38	240000	1,051,200	N/A	N/A	N/A	N/A	N/A	Specific	
Installed Level 2 Storage	ServicesSection 6.8	Installed Gigabyte	unit	software maintenance	\$ 4.08	480000	1,958,400		N/A	N/A	N/A	N/A	Specific	7
Installed Level 3 Immutable Storage System	Data Center Services - Storage	Month	Fixed monthly fee per unit	Hardware, operating system license, hardware maintenance, software maintenance	\$ 35,990.37	12	431,884	N/A	N/A	N/A	N/A	N/A	Specific	_
Installed Level 3 Immutable Storage System	ServicesSection 6.8 Data Center Services - Storage	Month	Fixed monthly fee per	Hardware, operating system license, hardware maintenance,	\$ 35,990.37	12	431,884	N/A	N/A	N/A	N/A	N/A	Spесіпс	3
Tier III Storage	ServicesSection 6.8	Gigabyte	unit	software maintenance	\$ 2.79	67000	\$ 186,930	N/A	N/A	N/A	N/A	N/A	Cumulative	5
D	Data Center Services - Managed Print	1.000 images	Fixed monthly fee per		\$ 42.42	22024	1.434.764	27/1	s 42.42					27/4
Print per 1,000 images (Paper)	ServicesSection 6.9 Data Center Services - Managed Print	1,000 images	unit Fixed monthly fee per	None	\$ 42.42	33826	1,434,/64	N/A	\$ 42.42	\$ 42.42	\$ 42.42	\$ 42.42	Cumulative	N/A
Microfiche Originals	ServicesSection 6.9	Сору	unit	None	\$ 0.803	195197	156,743	N/A	\$ 0.803	\$ 0.803	\$ 0.803	\$ 0.803	Cumulative	N/A
Mr. Cl. D. F.	Data Center Services - Managed Print ServicesSection 6.9		Fixed monthly fee per	N.	\$ 0.077	491739	37.864	N/A	\$ 0.077	\$ 0.077	\$ 0.077	\$ 0.077	Cumulative	27/4
Microfiche Duplicates	ServicesSection 6.9	Сору	Fixed monthly fee up	None	\$ 0.077	491739	37,864	N/A	\$ 0.077	\$ 0.077	\$ 0.077	\$ 0.077	Cumulative	N/A
	Data Center Services Access Gateway		to 1,400 concurrent	Citrix Implementation, Hardware and maintenance, Software										
Access Gateway Services	Services-Section 6.10	Month	users	and maintenance,Operational and Support services	\$ 12,133.75	12	145,605	N/A	N/A	N/A	N/A	N/A	Specific	5
		per user (of all												
		users from quantity												
	B. G. G. S. G. S. KIO.	1 to total actual		Hardware, Hardware Maintenance Break/Fix, Software and		2 500	10.055	***		***	***			5
Office Communications Service 0 to 2500 users	Data Center Services Section 6.10	quantity)	unit	End-User Support	\$ 7.75	2,500	19,375	NA	NA	NA	NA	NA	Specific	3
		per user (of all												
		users from quantity												
Office Communications Service 2.501 to 4.999 users	Data Center Services Section 6.10	1 to total actual quantity)	Fixed monthly fee per	Hardware, Hardware Maintenance Break/Fix, Software and End-User Support	\$ 5.95	4,999	29,744	NA	NA	NA	NA	NA	Specific	5
Office Communications Service 2,501 to 4,777 users	Data Center Del vices Decadii 0.10	quinity)	unit	and oser support	3.73	1,222	25,711		11.1				Бресте	
		per user (of all												
		users from quantity 1 to total actual	Fixed monthly fee per	Hardware, Hardware Maintenance Break/Fix, Software and										
Office Communications Service 5,000 to 9,999 users	Data Center Services Section 6.10	quantity)	unit	End-User Support	\$ 5.37	9,999	53,695	NA	NA	NA	NA	NA	Specific	5
		per user (of all users from quantity												
		1 to total actual	Fixed monthly fee per	Hardware, Hardware Maintenance Break/Fix, Software and										
Office Communications Service 10,000 to 14,999 use	Data Center Services Section 6.10	quantity)	unit	End-User Support	\$ 4.89	14,999	73,345	NA	NA	NA	NA	NA	Specific	5
		per user (of all												
		users from quantity												
05 6	D . C . C . C . C . C . C . C	1 to total actual		Hardware, Hardware Maintenance Break/Fix, Software and	\$ 4.56	15,000	CO 400	NIA	27.4	N/A	N/A	NT A	6 16	5
Office Communications Service 15,000 users and over	Data Center Services Section 6.10	quantity)	unit	End-User Support By Service Framework - Help Desk Services, Application	\$ 4.56	15,000	68,400	NA	NA	NA	NA	NA	Specific	3
	Cross Functional Services - Security		Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center										
Security Management	Management ServicesSection 7.3	Month	unit	Services	\$ 41,421.14	12	497,054	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Billing		Fixed monthly fee per	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Billing Management	Management ServicesSection 7.4	Month	unit	Services	\$ 49,216.11	12	590,593	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Company Company Company		Fired monthly fo	By Service Framework - Help Desk Services, Application										
Asset Management	Cross Functional Services - Asset Management ServicesSection 7.5	Month	Fixed monthly fee per unit	Services, Desktop Services, Network Services, Data Center Services	\$ 94,047.00	12	1,128,564	N/A	N/A	N/A	N/A	N/A	Specific	N/A
				By Service Framework - Help Desk Services, Application	.,		-,,,///						1	
G W	Cross Functional Services - Contract		Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center	\$ 146,702.12	12	1.760.425	NI/A	N/4	N/A	N/A	N/A	Specific	27/4
Contract Management	Management ServicesSection 7.6	Month	unit	Services By Service Framework - Help Desk Services, Application	\$ 146,702.12	12	1,760,425	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Reporting		Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center										
Reporting Services	ServicesSection 7.7	Month	unit	Services	\$ 49,130.63	12	589,568	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Disaster	1	Fixed monthly fee per	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center	1									
Disaster Recovery	Recovery ServicesSection 7.8	Month	unit	Services	\$ 19,498.18	12	233,978	N/A	N/A	N/A	N/A	N/A	Specific	N/A

													Measurement Methodology	
													(Specific measurement on last	
	Schedule 4.3 Cross-				Resource Unit	Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	day of month or	Depreciation
D. H.	Reference/Service Framework	Unit of Measure	D::	B	Fee (90% to	Volumes (per	(Resource Unit Fee) x (Baseline Volume)	Bundled	Fee (70% to 80% band)	Fee (80% to 90% band)	Fee (110% to 120% band)	Fee (120% to130% band)	cumulative use	Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts) By Service Framework - Help Desk Services, Application	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
	Cross Functional Services- Workflow		Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center										
Workflow Services	ServicesSection 7.9	Month	unit	Services	\$ 11,752.43	12	141,029	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services- Capacity			By Service Framework - Help Desk Services, Application										1
	and Performance Management		Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center										
Capacity and Performance Management	ServicesSection 7.10	Month	unit	Services	\$ 30,880.67	12	370,568	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Configuration Management Services		Fixed monthly fee ner	By Service Framework - Help Desk Services, Application Services, Desktop Services, Network Services, Data Center										
Configuration Management	Section 7.11	Month	unit	Services	\$ 18,481.33	12	221,776	N/A	N/A	N/A	N/A	N/A	Specific	N/A
				By Service Framework - Help Desk Services, Application										
Account Management	Cross Functional Services - Account Management ServicesSection 7.12	Month	Fixed monthly fee per	Services, Desktop Services, Network Services, Data Center Services	\$ 26,215,38	12	314.585	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Account Wanagement	ivianagement ServicesSection 7.12	Wolldi	unit	By Service Framework - Help Desk Services, Application	\$ 20,213.36	12	314,363	18/75	19/74	IV/A	IV/A	N/A	specific	IN/A
	Cross Functional Services - Project			Services, Desktop Services, Network Services, Data Center										
Project Management	Management ServicesSection 7.13	Month	unit	Services By Service Framework - Help Desk Services, Application	\$ 81,736.23	12	980,835	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Functional Services - Quality		Fixed monthly fee per											
Quality Assurance	Assurance ServicesSection 7.14	Month	unit	Services	\$ 46,182.78	12	554,193	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Cross Framework ServicesSection 9													
Infrastructure System Administrator	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 95.00	1	\$95	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	, and a second		,											
	Cross Framework ServicesSection 9 (See also Exhibit 16.1-4a)	***	Hourly Labor Rate	AT.	\$ 123.00		\$123	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Infrastructure Engineer	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 123.00	1	\$123	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9													
Infrastructure Project Manager	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 141.00	1	\$141	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Cross Framework ServicesSection 9													
Infrastructure Senior Architect	(See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 165.00	1	\$165	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Infrastructure Security Analyst	Cross Framework ServicesSection 9 (See also Exhibit 16.1-4a)	Hour	Hourly Labor Rate	None	\$ 127.00	1	\$127	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
innastracture Security Analyst	(See also Exhibit 10.1-4a)	rioui	Flourly Labor Rate	None	\$ 127.00		\$127	17/14	1974	19/14	1071	10/14	Cumulative	IVA
	Minimum Acceptable Service Levels -													
MASL Special Requirements - Registrar of Voters	Special RequirementsSection 8.5	Day	Fixed daily fee per unit	None	\$ 440.66	303	133,520	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum Acceptable Service Levels -		Fixed monthly fee per											
MASL Special Requirements - HHSA	Special RequirementsSection 8.5	Month	unit	None	\$ 880.00	12	10,560	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	Minimum Acceptable Service Levels -													
MASL Special Requirements - OES	Special RequirementsSection 8.5	Day	Fixed daily fee per unit	None	\$ 502.10	15	7,531	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
MASL Special Requirements - Tax Sale Event	Minimum Acceptable Service Level	Per Event	Fixed price per event	Project Manager, Desktop Engineer, Desktop Technician,	\$6,387.50	1	\$6,387.50	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	RequirementsSection 8.4 Minimum Acceptable Service Level		Fixed price per 2	Project Manager (Network Support) Project Manager, Desktop Engineer, Desktop Technician,		-							-	1
MASL Special Requirements - Tax Collection Event	RequirementsSection 8.4	Per Event	annual events	Project Manager (Network Support)	\$12,801.50	2	\$25,603.00	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Special Support	Minimum Acceptable Service Level	Day	Fixed Cost per day of	Project Manager, Desktop Engineer, Desktop Technician,	\$200.00	75	\$15,000.00	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
Daily Coverage	RequirementsSection 8.4	,	Escalated Support				,							+
	Minimum Acceptable Service Levels -													
MASL Special Requirements - Public Administrator	Special RequirementsSection 8.5	Day	Fixed daily fee per unit	None	\$ 496.57	8	3,973	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A
	Minimum A		Fixed monthly fee per											
MASL Special Requirements - Treasurer	Minimum Acceptable Service Levels - Special RequirementsSection 8.5	Month	unit unit	None	\$ 300.00	12	3,600	N/A	N/A	N/A	N/A	N/A	Specific	N/A
	•						.,							
MACI Carriel Descriptions of Dublic W. 1	Minimum Acceptable Service Levels - Special RequirementsSection 8.5	Month	Fixed monthly fee per	None	\$ 675.00	12	8,100	N/A	N/A	N/A	N/A	N/A	Specific	N/A
MASL Special Requirements - Public Works	Cross Functional Services - Transition	Month	unit	None	\$ 6/5.00	12	8,100	N/A	IN/A	IN/A	IN/A	IN/A	specific	N/A
Transition ServicesHelp Desk Services	ServicesSection 7.15	Milestone	Fixed fee per unit*	Hardware, Software, Labor	\$ 1,100,797.08	1	1,100,797	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cross Functional Services - Transition) (T)		H 1 C C T 1	£ 2,700,175.01		2.700 175	NIA	N/A	NIA	N/A	NI/A	NI/A	27/4
Transition ServicesApplications Services	ServicesSection 7.15 Cross Functional Services - Transition	Milestone	Fixed fee per unit*	Hardware, Software, Labor	\$ 2,799,175.04	1	2,799,175	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transition ServicesDesktop Services	ServicesSection 7.15	Milestone	Fixed fee per unit*	Hardware, Software, Labor	\$ 1,209,194.86	1	1,209,195	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			•											

													Measurement	
													Methodology]
													(Specific	
													measurement on last	
	Schedule 4.3 Cross-				Resource Unit	Baseline			Resource Unit	Resource Unit	Resource Unit	Resource Unit	day of month or	Depreciation
	Reference/Service Framework				Fee (90% to	Volumes (per	(Resource Unit Fee) x	Bundled	Fee (70% to	Fee (80% to	Fee (110% to	Fee (120%	cumulative use	Time Period (in
Resource Unit	Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	110% band)	Contract Year)	(Baseline Volume)	Resource Unit	80% band)	90% band)	120% band)	to130% band)	during month)	Years)
	Cross Functional Services - Transition													
Transition ServicesNetwork Services	ServicesSection 7.15	Milestone	Fixed fee per unit*	Hardware, Software, Labor	\$ 905,641.03	1	905,641	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Cross Functional Services - Transition													
Transition ServicesData Center	ServicesSection 7.15	Milestone	Fixed fee per unit*	Hardware, Software, Labor	\$ 4,360,829.48	1	4,360,829	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Value Added Services				N/A				N/A	N/A	N/A	N/A	N/A	N/A	N/A

*Note: The Resource Unit Fees for Transition shall be paid in accordance with Section 4 (Transition Services) of Schedule 16.1 (Fees).

**Note: Column B (Schedule 4.3 Reference/Component) includes the Section reference for the specific requirements for this particular Resource Unit but it still includes all general requirements applicable to such Resource Unit in the higher levels of the obligations hierarchy as described in Section 1.3.8 of Schedule 4.3. For example, the Resource Unit for Standard PC includes not only the responsibilities as stated in Section 4.4 of the Desktop Services Section of Schedule 4.3, but also the responsibilities in Section 1 of Schedule 4.3.

***Note: The mainframe resource unit volumes are based on the R24 CPUs

End of Exhibit